

Loudoun County, Virginia

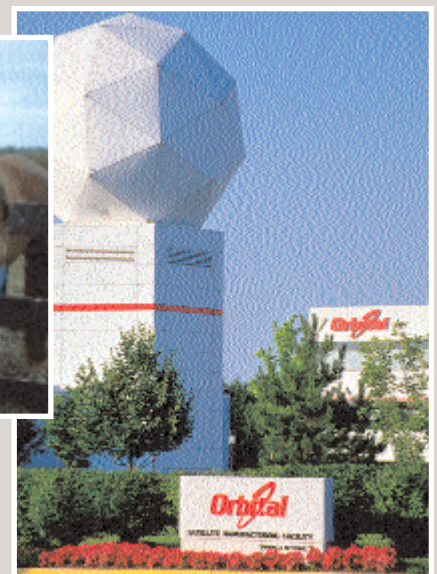
Annual Report
2003



A great place to live, work and play.

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Message from the County Administrator



TO THE BOARD OF SUPERVISORS AND CITIZENS OF LOUDOUN COUNTY:

It is my pleasure to present to you Loudoun County's Annual Report for the 2003 Fiscal Year. This report highlights many of the county's accomplishments as well as the challenges we have faced over the past year.

The primary mission of the Loudoun County government is to provide high quality service to the public. This emphasis on quality service continues to be the guiding value of the county organization. Whether it is a person calling 911, a library patron, an individual who needs a building permit, a resident of a group home, or a participant in the youth sports program, the county's overriding goal is to provide excellent service.

Loudoun's customer service program received national recognition in FY 2003 when the National Association of Counties presented Loudoun County an Achievement Award for our Frontline Customer Service Forums.

These forums, designed by and for frontline employees, give the employees the opportunity to network, exchange ideas, and develop strategies for improving service. The forums are just one part of a much broader program to give employees information, training and motivation to provide quality service to the public.

In the most recent biennial survey of 1,000 Loudoun County households, the vast majority of respondents said that they were satisfied or very satisfied with the service they received from the county government, and that they received good value for their hard-earned tax dollars. Satisfaction levels were as high as 97 percent for users of fire and rescue services, 96 percent for library patrons, and 93 percent for those who use parks and recreation facilities.

As you read through this Annual Report for FY 2003, you will see that Loudoun County employees take pride in their accomplishments and efforts to address the many challenges we face. But most of all, we take pride in giving the best service we can.

Sincerely,

A handwritten signature in black ink, appearing to read "Kirby M. Bowers". The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Kirby M. Bowers
County Administrator



Board of Supervisors

COMPOSITION AND ROLE

Loudoun County is governed by a nine-member Board of Supervisors. The Board is headed by Chairman Scott K. York and Vice Chairman Eleanore C. Towe.

The Chairman of the Board of Supervisors is elected by the voters at large. The other supervisors are elected from each of eight election districts in the county. All nine members serve concurrent terms of four years.

The current members of the Board of Supervisors will serve through December 2003.

The Board of Supervisors sets county policies, adopts ordinances, appropriates funds, approves land rezonings and special exceptions to the zoning ordinance, and carries out other responsibilities set forth by the State Code.

BOARD COMMITTEES

The Board of Supervisors has four Standing Committees: the Economic Development Committee, Finance/Government Services Committee, Land Use Committee, and Transportation Committee. The Standing Committees consider and discuss issues related to their specific functions and provide recommendations to the full Board for those that require Board action.

The Board also appoints more than 30 other commissions and committees which serve in an advisory capacity on topics ranging from open space to economic development to community services.

VISION STATEMENT

On April 3, 2000, shortly after the beginning of its four-year term, the Board of Supervisors adopted a vision statement which appears on pages 4-5 of this report. This vision has guided the Board throughout its term, which will be completed on December 31, 2003.

The Board has taken many steps toward making its vision a reality, and toward ensuring that the vision can continue in the face of ongoing pressures from population growth and change.

Excerpts from the vision statement appear throughout this report, highlighting the vision that has guided the Board's decisions over the past four years.

The Loudoun County Board of Supervisors

Back row, left to right: Eleanore C. Towe, Vice Chairman, Blue Ridge; Jim Burton, Mercer; William Bogard, Sugarland Run; Chuck Harris, Broad Run; Sally R. Kurtz, Catoclin.

Front row, left to right: Eugene Delgaudio, Sterling; Scott K. York, Chairman At Large; J. Drew Hiatt, Dulles; Mark R. Herring, Leesburg.



Board of Supervisors' Vision for Loudoun County



“At the start of this new millennium, we, the Loudoun County Board of Supervisors, envision Loudoun County as a prominent sustainable community; as the global crossroads of the information technology industry and as a vibrant rural and broad based economy; preserving our historic and environmental heritage and the character of our towns and neighborhoods; fostering a strong sense of community, with robust economic, educational and recreational activity; recognized as a superb place for families and individuals to live, learn, work, worship, invest and visit.”

— Board of Supervisors' Vision Statement,
adopted April 3, 2000

Loudoun is a community surrounded by and possessing striking physical beauty — mountains, rivers and creeks, small towns, farms, historic resources and open countryside — we must be extraordinarily careful and proactive to preserve our rich heritage while enhancing our suburban residential communities.

Loudoun County is the envy of many communities. We live in a beautiful place. Our economy is booming. Unemployment sits at a record low. Our community has fame and fortune. We are becoming known for being rich in fiber as our emerging global technology centers meet with our diverse rural economy.

This vision of the County will have become reality when we have fully achieved:

LAND USE

- Aesthetically appealing development that reflects excellent standards, diversity of influence, and a commitment to making people the focus of development decisions.
- Protecting, sustaining and enhancing the County's air and water quality, soils, landscape, wildlife and other natural and man-made resources making Loudoun environmentally sound.
- Rural residential development that maintains Loudoun's rural character, preserves the environment, water

quality and quantity and natural features, and develops at overall densities that do not exceed the capacity of rural roads and public facilities or compromise the integrity of the rural economy.

- Our town and rural countryside character is preserved.
- Distinct, well-designed new residential and mixed-use communities.
- Revitalization of our older communities through quality projects and conformance with the natural environment.
- People working in the County can afford to live here, and that creative and innovative solutions to the County's housing needs are adopted and supported.
- Balancing the private property rights of individuals with the public interest and the shared values of the community.

EDUCATION

- A globally competitive quality of public education for our children.
- A learning environment where children of diverse social, ethnic and economic backgrounds feel safe, motivated, respected and prepared for a fulfilling and productive life.
- A library system that is accessible and promotes life long learning
- An education system that offers a variety of higher education options.

TRANSPORTATION

- A safe and efficient transportation system that supports the County's planned growth.
- Existing road networks that provide safe and convenient access to business and employment areas.
- Land use and transportation decisions that are linked together so that the location and timing of new development coincides with existing and planned transportation improvement needed to meet increased demands.
- Pedestrian friendly, safe alternatives to single occupancy automobiles and encouragement of the public's use of these alternatives.

GOVERNMENT SERVICES

- All citizens feel that they have a stake in government, are connected to their neighborhoods, and can influence local government and its actions.
- County programs are available and delivered to all our citizens at the highest level of service at reasonable costs.
- The public is served with creativity, integrity and respect.
- Responsive, well-run, professional, technologically sophisticated government is connected to its citizenry.
- The County's financial policies assess long range fiscal impact, provide an equitable distribution of the costs of development between direct beneficiaries

and the citizens at large, maintain acceptable levels of taxes and fees, sound debt management and provide for potential economic uncertainties and risk.

PUBLIC SAFETY

- Provide a safe place where all people, regardless of age, ability, or economic condition, can live with dignity and respect and without fear.
- When Loudoun's hospital can meet the needs of the community and the word bypass is associated with heart surgery and not rerouting a patient to another jurisdiction for emergency care.
- Continued support of Loudoun's volunteer fire and rescue system backed up by well-trained career personnel, meeting the demands of growth.

ECONOMIC DEVELOPMENT

- A strong, diverse and resilient economy based on Loudoun's comparative advantages.
- Loudoun's full potential as a global technology center.
- Recognized for our innovative business and entrepreneurial spirit.
- A strong business community with business leaders involved in the economic success of Loudoun and the region, especially on issues of infrastructure, workforce and education.
- The vitality of Loudoun's agricultural, horticulture and equine industries.
- Loudoun positioned as a premier tourist destination because of its historical resources, pictorial settings and approximate location of the new Air and Space Museum.



Election Districts



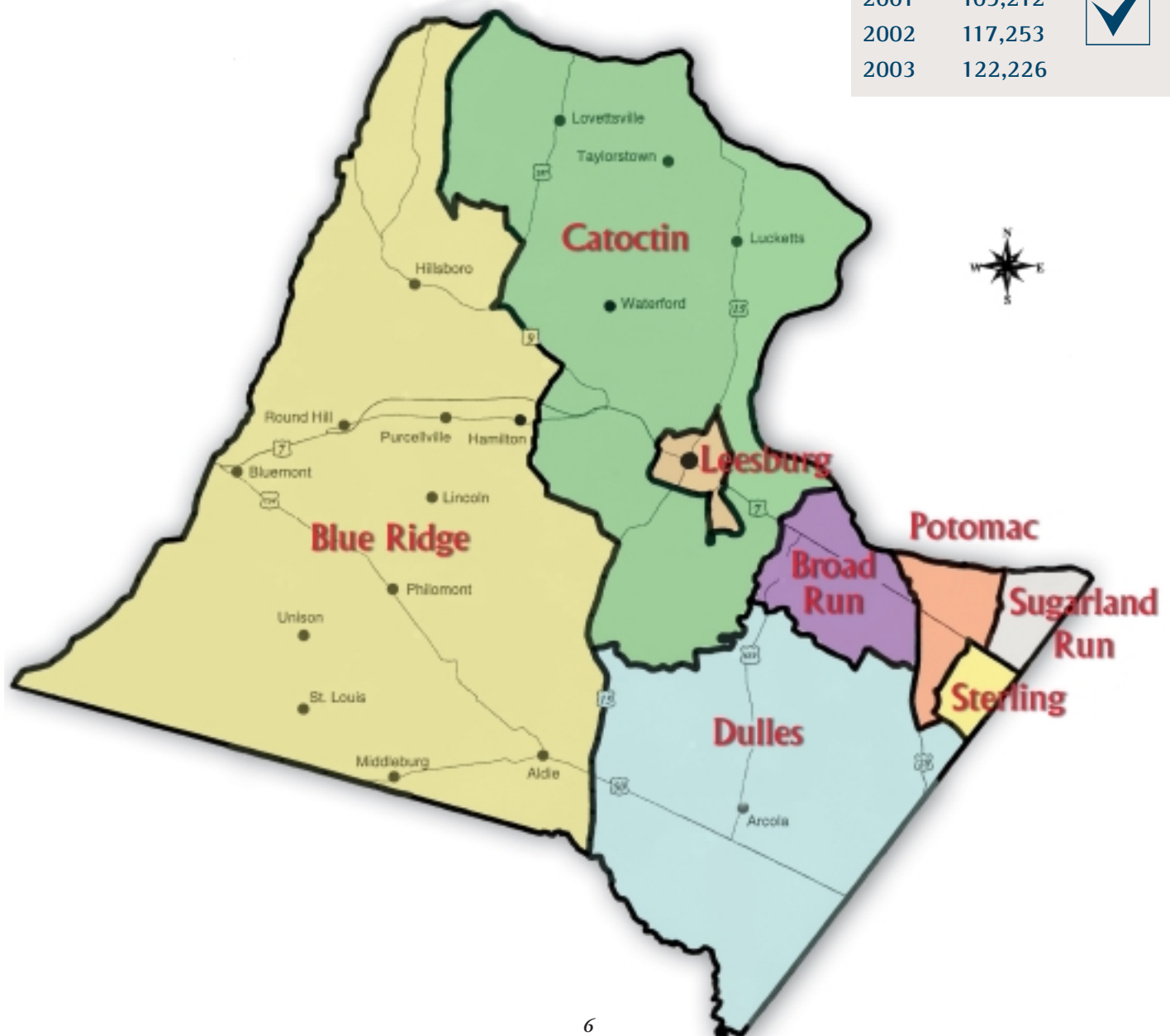
Following the 2000 Census, the Board of Supervisors established the new election district boundaries shown on the map below. The redistricting process resulted in the elimination of the Mercer district in western Loudoun County and the establishment of a new district, the Potomac District, in eastern Loudoun.

These changes were a result of a more rapid rate of population growth in the eastern part of the county.

The November 2003 elections for the Board of Supervisors and School Board reflect the new election district boundaries.

As a result of the redistricting process, the number of voting precincts in Loudoun County increased from 36 to 52.

Year	Registered Voters
2000	98,315
2001	109,212
2002	117,253
2003	122,226



Top Issues of Fiscal Year 2002 – 2003



GROWTH MANAGEMENT INITIATIVES

The Board of Supervisors took several major steps in FY 2003 toward implementing the Revised Comprehensive Plan — the county's guide to land use and transportation policy decisions. After a comprehensive public process, the Board adopted extensive revisions to the county's zoning ordinance as well as a new zoning map. Other efforts included developing a Bicycle and Pedestrian Plan and a Heritage Preservation Plan, updating the Hamilton Plan, and revising the Facilities Standards Manual, which sets out specific development regulations and design standards.

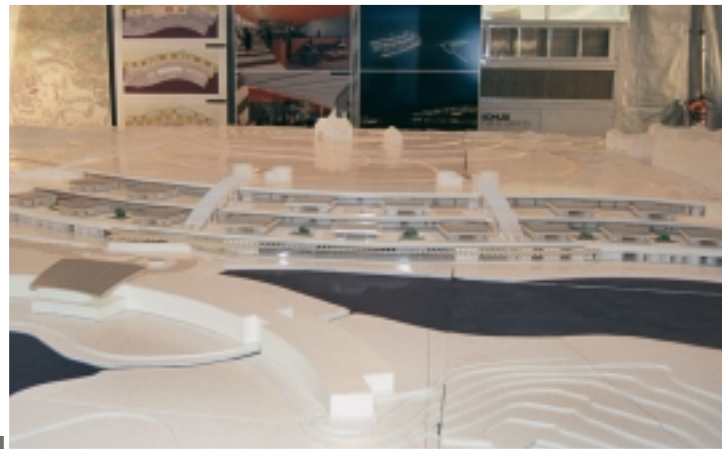
The Board also approved the purchase of open space easements for six properties totaling 1,695 acres under the Purchase of Development Rights Program in FY 2003. The properties involved possess a wide array of natural, historic, and agricultural resources that will be permanently protected through the program.

NEW ECONOMIC DEVELOPMENT PROJECTS

Loudoun County's healthy business environment continued to attract a broad range of industries, professions and trades, including the Howard Hughes Medical Institute, which broke

ground on its state-of-the-art biomedical research facility at Janelia Farm.

Plans were also unveiled in FY 2003 for the Salamander Inn and Spa near Middleburg and Prison Fellowship Ministries in Lansdowne.



Board of Supervisors at groundbreaking ceremony at the Howard Hughes Medical Institute. Above, a model of the state-of-the-art facility.

POSITIVE SURVEY RESULTS

In a November 2002 telephone survey of 1,000 randomly selected Loudoun County households, 76 percent of respondents said they supported the growth management efforts of the Board of Supervisors. The survey also revealed high levels of satisfaction with services provided by the county government.

Of the survey respondents, 97 percent said they felt safe in their neighborhoods, 95 percent rated Loudoun's quality of life as good or excellent, and 82 percent said that the county government provides good value for the tax dollar.

PUBLIC HEALTH ISSUES

Loudoun County Health Department officials investigated locally acquired

malaria cases, a West Nile virus death and a probable case of SARS, Severe Acute Respiratory Syndrome. The department improved its ability to respond to and prevent outbreaks of disease through the hiring of an epidemiologist, emergency planner and tuberculosis outreach worker.

“a superb place for families and individuals to live, learn, work, worship, invest and visit”

ANTHRAX, MASS VACCINATION TEAM

The Health Department worked closely with the medical community, public safety agencies and residents to keep everyone safe from the potential of chemical, biological and radiological attack.

The department created a Mass Vaccination Team, composed of medical and non-medical volunteers, in preparation for the opening of emergency mass

vaccination clinics in the event of a bioterrorism event or epidemic. The department also continued to play a key role in the cleanup of the State Department's anthrax-contaminated mail processing facility in Sterling.

STRONG BOND RATINGS

Loudoun County's excellent financial management was recognized by the three major bond rating agencies, which reaffirmed the county's strong bond ratings during FY 2003. Moody's

Investors Service, Standard and Poor's, and Fitch IBCA all rate Loudoun County at just one step below the highest bond rating of AAA.

MORE MASS TRANSIT OPTIONS

The county continued to expand its commuter bus service and launched the new “7 to 7 on 7” service which provides easy access to employers, schools, government offices, medical care, and shopping along the Route 7 corridor.

The service provides a direct, low-cost connection between the West Falls Church Metrorail Station in Fairfax County and two major employment sites within Loudoun County: the campuses of MCI and America Online.

BUDGET FOCUS ON SCHOOLS, PUBLIC SAFETY

The Board of Supervisors adopted a budget totaling \$799.2 million for the county government and school system for FY 2004. The fiscal plan provided funding for only a few new initiatives for the general county government targeting such areas as public health and safety, child care programs, and opening the Ashburn Library.

The real property tax rate for FY 2004 will increase from \$1.05 to \$1.11 per \$100 in assessed value, with all of the local funds generated by the increase in the real property tax rate to be allocated to fund the operating, debt, and capital needs of the rapidly growing school system.

BOND REFERENDA APPROVED

In November 2002, voters approved the sale of General Obligation Bonds totaling \$127.7 million to fund the construction of two new high schools, renovation of Broad Run High School, and the design, construction, and equipping of a Fire/Sheriff Station in the Route 28/Dulles area.

The Office of Transportation Services also received national recognition with an award from the National Association of Counties for the Reverse Commute Bus Service.



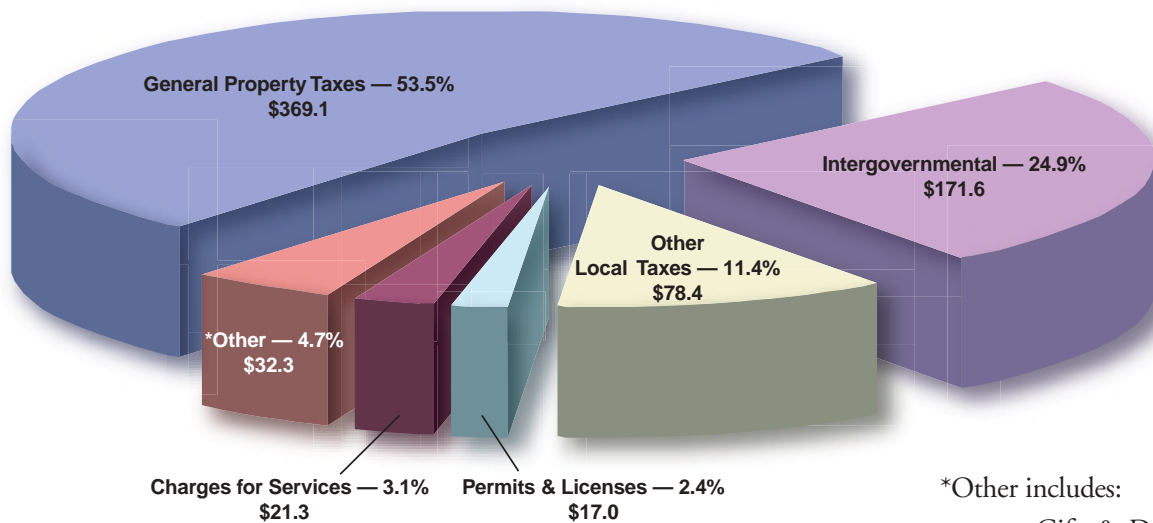


Budget and Finance



FY 2003 Revenues (millions)

Total: \$894.4



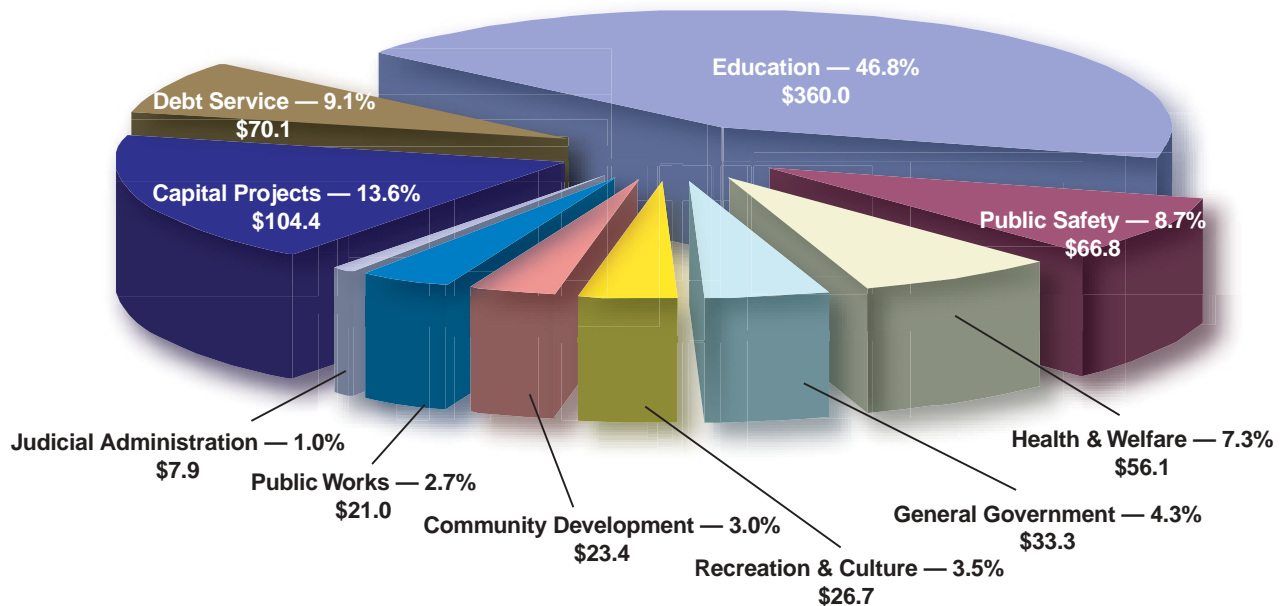
Note: Revenue Chart does not include \$196.9 million in proceeds from sale of bonds, and \$7.8 million from lease purchase financing.

*Other includes:

- Gifts & Donations
- Use of Money & Property
- Recovered Costs
- Fines & Forfeitures
- Miscellaneous Revenues

FY 2003 Expenditures (millions)

Total: \$769.7



BUDGET AND TAXES

In March 2003, the Board of Supervisors adopted a budget totaling \$799.2 million for the county government and school system for FY 2004. The fiscal plan provided funding for only a few new initiatives for the general county government targeting such areas as public health and safety, child care programs, and opening of the Ashburn Library.

The Board increased the real property tax rate for FY 2004 from \$1.05 to \$1.11 per \$100 in assessed value. All of the local funds generated by the increase in the real property tax rate were allocated to fund the operating, debt, and capital needs of the rapidly growing school system. In all, local funding for the school system increased by \$40 million (12.6 percent) in FY 2004, while local funding for the general county government decreased by \$2.4 million (1.7 percent).

Loudoun County received the Distinguished Budget Presentation Award from the Government Finance Officers Association for the FY 2003 budget document.

FINANCIAL MANAGEMENT

Loudoun County's excellent financial management was recognized by the three major bond rating agencies, which reaffirmed the county's strong bond ratings during FY 2003. Moody's Investors Service, Standard and Poor's, and Fitch IBCA all rate Loudoun County at just one step below the highest bond rating of AAA.

All funds generated by the increase in the real property tax rate were allocated to fund the rapidly growing school system.



In April 2003, the Virginia Supreme Court dismissed an appeal challenging the refinancing of the Loudoun County Government Center. The Board of Supervisors had approved the refinancing in May 2002 and the county was preparing to close the transaction when a lawsuit was filed in Loudoun County Circuit Court, challenging its validity and forcing a delay in the transaction. Circuit Judge Barnard Jennings found that the case was without legal merit.

The county anticipates in excess of \$4 million in present-value savings through the refinancing resulting from substantially lower interest costs. As part of the FY 2004 budget process, the Board of Supervisors stated its intent to earmark any refinancing savings realized in FY 2004 to supplement the School Board budget.

Among other accomplishments in FY 2003:

- The county received a Certificate of Excellence in Financial Reporting from the Government Finance Officers Association for the 2002 Comprehensive Annual Financial Report.
- There were 4,111 e-filings for personal property tax in FY 2003, a 145 percent increase over FY 2002.
- There were 939 qualified applicants for the real estate tax relief program in FY 2002.

CAPITAL IMPROVEMENT PROGRAM

Loudoun County's Capital Improvement Program (CIP) is a six-year forecast of general government and school facility, land and equipment needs accompanied by a financing plan to implement all projects. Total projected expenditures for the FY 2003-2008 CIP are \$696.6

million. Of this, \$450.6 million (64.7%) is funding for school projects and \$246 million (35.3%) is funding for general government projects.

In November 2002, voters approved the sale of General Obligation Bonds totaling \$127.7 million to fund the construction of two new high schools, renovation of Broad Run High School, and the design, construction, and equipping of a Fire/Sheriff Station in the Route 28/Dulles area.

*“County programs
are available and delivered
to all our citizens at the
highest level of service at
reasonable costs.”*

Current and future CIP projects include:

GENERAL GOVERNMENT

- Public safety centers combining fire, rescue and law enforcement services in Broadlands, South Riding, western Loudoun, Brambleton, Lansdowne and Rt. 28 near Dulles Town Center
- A public safety administration building to house the county’s law enforcement function
- Development of recreation centers at Claude Moore, Broadlands, Dulles South and Philip A. Bolen Memorial parks, and field construction at the Philip A. Bolen Memorial Park site near Leesburg
- Preliminary work on the Dulles South library and expansion of the Eastern Loudoun Regional Library
- Five MH/MR/SAS group homes and six townhouses/condos which are planned for MH/MR/SAS residential services

- Beginning construction of the Dulles Corridor rail project

SCHOOLS

- New high schools in the South Riding, Brambleton and Leesburg areas
- Additions and renovations to Loudoun County and Broad Run high schools
- A new middle school in the Ashburn/Arcola area
- Eight new elementary schools in the Belmont, Brambleton, Kirkpatrick Farms, Leesburg and Hamilton areas
- Renovation of three elementary schools

The Heritage Farm Museum at Claude Moore Park in Sterling opened to the public in September, 2003.



Community Planning and Environment



GROWTH MANAGEMENT

The Board of Supervisors took a major step in implementing the Revised Comprehensive Plan — the county's guide to land use and transportation policy decisions — by adopting extensive revisions to the county's zoning ordinance and a new official zoning map, including base and overlay districts.

The public process that led to adoption of the revised zoning ordinance included input from hundreds of citizens who provided comments during four days of public hearings by the Board of Supervisors and Planning Commission, the use of focus groups, and a large-scale effort by county staff to answer more than 2,000 public inquiries about the project.

During a two-week period, the Office of Mapping and Geographic Information set a departmental record in responding to the demand for maps, producing more than 775 plotted maps. Many other efforts to implement the Plan occurred during FY 2003. They included developing a Bicycle and Pedestrian Plan and a Heritage Preservation Plan, updating the Hamilton Plan, and revising the Facilities Standards Manual, which sets out specific development regulations and design standards.

An innovative and collaborative community planning initiative in Loudoun County received a 2003 Achievement Award from the Virginia Association of Counties.

The Round Hill area charrette process involved a number of county government staffers, led by the Department of Planning. The goals of the Plan represented in the process include legislative approvals for development that incorporates elements of conservation design and preserves environmental and historic resources.

The Moorefield Station project, a proposed pedestrian- and bicycle-friendly development in the Ashburn area, progressed through the legislative application process. The transit-oriented development would include a variety of residential dwelling types, business opportunities and public uses.

The county's efforts to protect Loudoun's natural, historic, and agricultural resources were enhanced by the creation of the Loudoun Land Conservation Fund.

The fund is supported entirely by private contributions and is used exclusively for purchasing conservation easements.

The fund gives citizens a direct role in permanently protecting Loudoun's scenic open space and complements the Purchase of Development Rights Program, which compensates property owners who voluntarily agree to sell the right to develop their land.

In FY 2003, the Board of Supervisors approved the purchase of open space easements for six properties totaling 1,695 acres under the Purchase of Development Rights Program. This followed the first conservation easement purchases in FY 2002, which resulted in the preservation of 1,440 acres. The properties involved possess a wide array of natural, historic, and agricultural resources that will be permanently protected through the program.

“protecting, sustaining and enhancing the county's air and water quality, soils, landscape, wildlife and other natural and man-made resources”

A strong majority of Loudoun County residents, 76%, voiced their support for the Board of Supervisors' growth management initiatives in a survey taken in FY 2003. The Purchase of Development

Rights Program and the Board's efforts to manage growth in general were strongly supported by residents in all geographic areas of the county.

Loudoun County spotlighted the conservation design method of land development with the first of a series of training sessions conducted in collaboration with the private sector. Conservation design calls for development to be designed around a property's natural and historic features.

The Loudoun County Science and Technology Cabinet concluded its first year of quarterly meetings with an exploration of the positive effects science-based economic development might have on local education.

Loudoun County continued its outreach to the seven incorporated towns with the official launch of the Main Street Loudoun Partnership, a cooperative program between the county and towns aimed at preserving the vitality of Loudoun's towns.

The county permitted 2,158,215 square feet of non-residential construction in FY 2003. The value of the construction, including new buildings and alterations, was \$290,437,368.

Figures from the Department of Building and Development dramatically illustrate the pace of development in FY 2003.

international economic development venture with partners around the world, including Cardiff, Wales; Val D'Oise-Paris, France; Zurich, Switzerland; and Berlin, Germany.

The Response to Emergencies and Disasters Institute opened at the George Washington

University Ashburn Campus. The institute is designed to train firefighters, emergency medical service and law enforcement personnel as well as public health officials and other non-traditional first responders, with a special emphasis on terrorism preparedness and response.

TRANSPORTATION

The Office of Transportation Services received national recognition with an award from the National Association of Counties for the Reverse Commute Bus Service.



Martha Mason Semmes, Main Street Coordinator, walks along one of Leesburg's main streets.

The service provides a direct, low-cost connection between the West Falls Church Metrorail Station in Fairfax County and two major employment sites within Loudoun County: the campuses of MCI and America Online. The service began with 16 riders a day and has grown to more than 140.

Meanwhile, the county expanded its commuter bus service and launched the new "7 to 7 on 7" service which provides easy access to employers, schools, government offices, medical care, and shopping along the Route 7 corridor.

The county instituted a public/private partnership to improve a section of the Loudoun County Parkway from an existing gravel road to a four-lane road

FY 2003

Building code inspections	278,299
Building permits	63,422
Land development applications	1,170



ECONOMIC DEVELOPMENT

Loudoun County's healthy business environment continued to attract a broad range of industries, professions and trades, including the Howard Hughes Medical Institute, which broke ground on its state-of-the art biomedical research facility at Janelia Farm. Plans were also unveiled in FY 2003 for the Salamander Inn and Spa near Middleburg and Prison Fellowship Ministries in Lansdowne.

with a median. The county also obtained more than \$4 million in state and federal funding for projects related to the road system parallel to Route 28.

Members of the Board of Supervisors helped break ground on two of six Route 28 interchanges being constructed under Virginia's Public-Private Transportation Act.

The intersection at Route 28 and Route 625 is being replaced with a partial cloverleaf to include a four-lane bridge to carry Route 625 traffic over Route 28 and a flyover ramp from northbound Route 28 to westbound Route 625. The intersection at Route 28 and Route 606 is being replaced with a cloverleaf interchange and a four-lane bridge to carry traffic over Route 28.

The county helped to make safety improvements on several area roadways by managing the design or installation of six traffic signals at key intersections, including Ashburn Road and Gloucester Parkway, and Palisades Parkway and Route 777.

ENVIRONMENT AND HISTORIC RESOURCES

The county continued to initiate measures to protect Loudoun's vital environmental resources.

Those efforts included the kickoff of a voluntary well donation project by the Water Resources Monitoring Program to help monitor the health and sustainability of the county's groundwater resource. The county continued working with the

United States Geological Survey and the Virginia Department of Environmental Quality as part of a national stream-monitoring program. Also in FY 2003, the county began a Stormwater Inventory Project in eastern Loudoun.

The county took steps to protect and preserve wetlands. The Board of Supervisors approved a donation of \$38,000 to the Audubon Naturalist Society toward the purchase of a five-and-a-half acre wetland habitat in Leesburg. Also, the county received a \$150,000 grant from the U.S. Environmental Protection Agency to assist in the inventory and mapping of wetlands.

The Environmental and Historic Resources Program organized the planting of nearly 300 trees along three converging stream segments in Ashburn Park to help restore and improve the vitality of an important community stream corridor in the Broad Run watershed.

The 20-year Solid Waste Management Plan for the Loudoun County Solid Waste Management Planning District was developed and adopted during FY 2003, making the district the first in Virginia to complete the plan development and approval process.

The Household Hazardous Waste collection program increased its number of events and also improved access to the events for

a greater number of county residents. This program provides a safe disposal option for materials that can be harmful to small children or to emergency response personnel. The program also helps reduce the volume of these materials that might otherwise be improperly disposed of in public wastewater treatment systems.

The county's efforts to protect natural and cultural resources were honored by the Council of Virginia Archaeologists in FY 2003.

Through the efforts of the county and Toll Brothers, the developers of South Riding, a unique piece of county history was preserved for future generations. The Settle-Dean Cabin in the community of Conklin was dismantled to make way for a planned extension of the Loudoun County Parkway. The cabin, which dates back to at least 1815, will be reassembled on a site across the parkway.



Public Safety



FIRE, RESCUE AND EMERGENCY SERVICES

Maintaining public safety through uncertain times was a major focus for Loudoun County public safety personnel in FY 2003.

Year	Fire Incidents	Emergency Medical Incidents
FY 00	4,230	10,633
FY 01	4,745	11,647
FY 02	4,881	12,300
FY 03	4,777	13,165



The Board of Supervisors appointed members to the first Fire and Rescue Commission in FY 2003. The commission was created to oversee delivery of fire, rescue and emergency services through a partnership of volunteer fire and rescue companies and career staff.

Loudoun County worked with 14 other localities and the Northern Virginia Regional Commission to help produce "Your Guide to Emergency Preparedness," a booklet containing planning tips and information about preparing for a wide variety of emergencies.

The guide, which was distributed to residents across the county, includes instructions for creating an emergency supplies kit, making financial preparations, preparing for an extended loss of power, dealing with chemical/biological

emergencies, homeland security, and much more.

Public safety officials cited cooperation, communication, planning and citizen involve-

ment as keys to effective emergency preparedness during briefings given to the Loudoun County Board of Supervisors. Topics included preparing for natural disasters, terrorism, family emergency planning and becoming involved in Neighborhood Watch programs.

The Fire Marshal's Division converted to the Land Management Information System (LMIS) inspection tracking and use permit issuance. This enables them to track a property from the date of existence through the life of the property, and to review all other information related to the building.

LAW ENFORCEMENT

The Loudoun County Sheriff's Office received approval in FY 2003 for three additional investigators and a sergeant who will be assigned to the gang unit. A fourth gang investigator will be partially

funded through a federal grant.

This investigator will be assigned to the newly implemented regional gang task force. The task force, consisting of seven jurisdictions, is dedicated to curbing gang activity in Northern Virginia.

Year	Sheriff's Office Calls for Service
FY 00	107,492
FY 01	119,296
FY 02	132,649
FY 03	143,191



The Sheriff's Office is also a member of the recently launched statewide anti-gang task force established by the Virginia Attorney General. The statewide task force will study the problem of gang activity and make recommendations for solutions. Sheriff Stephen O. Simpson was appointed by the Attorney General to serve as a board member on the task force.

The Sheriff's Office opened its fourth Community Policing Station in FY 2003. The station, located on Sterling Boulevard in Sterling Park, joins the Sugarland Run, CountrySide and Pembroke communities with stations manned by Community Policing Officers.

The Sheriff's Office instituted Community Policing in 2000 in an effort to personalize police service. Community Policing involves citizens in

"a safe place where all people, regardless of age, ability, or economic condition, can live with dignity and respect and without fear"

an effort to improve the quality of life and reduce crime in the communities. The Community Policing Unit now serves six neighborhoods in Sterling Park, Sugarland Run, Newberry, CountrySide, Pembroke and South Townhouses.

The Field Operations Division expanded the installation of Mobile Data Terminals (MDTs) to include all patrol and traffic deputies' cruisers. The MDTs will enable deputies to patrol their assigned sectors more effectively.

JUDICIAL ADMINISTRATION

The Clerk of the Circuit Court implemented the Land Record Automation System in FY 2003. The system improved the recordation, tax collection, data entry, accounting and record retention function in the Clerk's office. The new system is easier to use to research land records information, and the new technology also allows for full integration with other county land records.

The Clerk's office developed a fully automated method of tracking criminal fines and payments of costs for criminal cases. The computerized system provides a more reliable method of monitoring criminal fines and costs transactions than the previous paper filing system.

The probate division developed a self-service information kiosk that allows people access to probate forms and information. This feature reduces the number of visits a citizen has to make to the Clerk's office and allows them to be better prepared for a probate meeting.

ANIMAL CARE AND CONTROL

A new director took charge of the Department of Animal Care and Control in February 2003. Tim Crum came to Loudoun County after serving as executive director of the Humane Society of Harford County, Md.

Consistent with overall county growth, the Animal Shelter received 10% more

animals in FY 2003. Working with fewer staff, the shelter maintained its standards for cleanliness and sanitation even with full occupancy throughout the year. Through proactive community outreach, including days of in-community dog licensing at pet supply stores and community centers, the department of Animal Care and Control licensed more than 10,000 dogs, a 20 percent increase over FY 2002.

Loudoun's Janette Reeve was named Virginia Animal Control Officer of the Year. She received the award at the Virginia Animal Control Association Conference.

To strengthen its relationship with the community, the department established a policy on community policing that encourages animal control officers to spend time with community leaders and with the public.

Tim Crum, Director, Loudoun County Animal Care and Control.



Human Services



HEALTH DEPARTMENT

The Health Department worked closely with the Loudoun medical community, public safety agencies and residents to keep everyone safe from the potential of chemical, biological and radiological attack.

“The public is served with creativity, integrity and respect.”

The department created a Mass Vaccination Team, composed of medical and non-medical volunteers, in preparation for the opening of emergency mass vaccination clinics in the event of a bioterrorism event or epidemic. The department also continued to play a key role in the cleanup of the State Department’s anthrax-contaminated mail processing facility in Sterling.

The department improved its ability to respond to and prevent outbreaks of disease through the hiring of an epidemiologist, emergency planner and tuberculosis outreach worker. Health Department officials also investigated locally acquired malaria cases, a West Nile virus death and a probable case of SARS, Severe Acute Respiratory Syndrome.

Loudoun restaurant inspections became available online in FY 2003 through the Virginia Department of Health’s Office of Environmental Health Services.

HOUSING

The Office of Housing Services oversaw extensive renovations to all three of the county’s emergency homeless shelters. The work included painting, plumbing, electrical wiring and the installation of a handicapped-accessible ramp.

The shelters provide a place for the homeless to stay for up to 89 days and help people regain self-sufficiency through referrals

and case management for education, employment, medical treatment, and housing services. The shelters served 275 people in FY 2003.

Loudoun County’s Operation Match observed a significant milestone with the total saving of taxpayer dollars realized through this innovative service surpassing \$1 million. Operation Match helps people find affordable housing by matching them with others who share their homes due to economic, companionship or service reasons. Since its inception, the program has helped at least 300 people secure affordable housing.

The Loudoun County Affordable Dwelling Unit Program celebrated its tenth anniversary, having helped nearly 800 families purchase or rent homes since the program was established.

MENTAL HEALTH/MENTAL RETARDATION/SUBSTANCE ABUSE SERVICES

The Loudoun County Community Services Board celebrated 30 years of service to the Loudoun community in FY 2003. Over the past three decades, the advisory and policy-making board has helped to expand the programs of the Department of Mental Health/Mental Retardation/Substance Abuse Services. The programs now include mental health and substance abuse outpatient treatment, around-the-clock emergency services, mental retardation case management services, outreach in all three disability areas, job coaching services, an infant and toddler early intervention program and residential services.

Throughout FY 2003, the department’s mental health professionals offered free screenings, services, referrals and educational workshops through the Community Resilience Project of Loudoun County. The project served those affected by the aftermath of the September 11, 2001, terrorist attacks; the 2002 sniper attacks in the Washington, D.C. area; the war in Iraq; and the ongoing threat of terrorist activity.

SOCIAL SERVICES

The Department of Social Services helped 12 students graduate from The Young Adults Project, a program designed to help young people gain independence through education, job skills training, and community service to public and non-profit agencies. Ten of the students received diplomas from Loudoun County High School.

Realizing the need to prevent youngsters in the juvenile justice system from becoming repeat offenders, the department helped develop the Young Offender Project.

The innovative, multi-year program teaches life skills to juveniles and places them in therapy designed to strengthen family relationships. Also taking part in the program are the Departments of Mental Health/Mental Retardation/Substance Abuse Services, Parks, Recreation and Community Services, and the Juvenile Court Service Unit.

The department began implementing a new tool to analyze the types and outcomes of services delivered to juveniles. The countywide juvenile Data Analysis Network (DAN) will capture and analyze information from several county departments and agencies, Loudoun County Public Schools and the Leesburg Police Department.

The Foster Care/Adoption Unit instituted a new training curriculum model for foster parents that will better support foster parents, maintain placements and prepare families and children for

permanent living situations. Eleven children in foster care were adopted during FY 2003, confirming the unit's strategy to plan for adoption of children in foster care.

Despite being filled beyond capacity several times and experiencing a high turnover of staff, 485 detainees passed through the Juvenile Detention Center without a major accident or injury.

The Workforce Resource Center took the lead role in organizing the county's first Loudoun Career Fair. An estimated 1,000 job seekers attended the fair, which featured more than 50 employers with a wide range of job opportunities in various fields, including information technology, health care, education, local government and the service industry.

EXTENSION

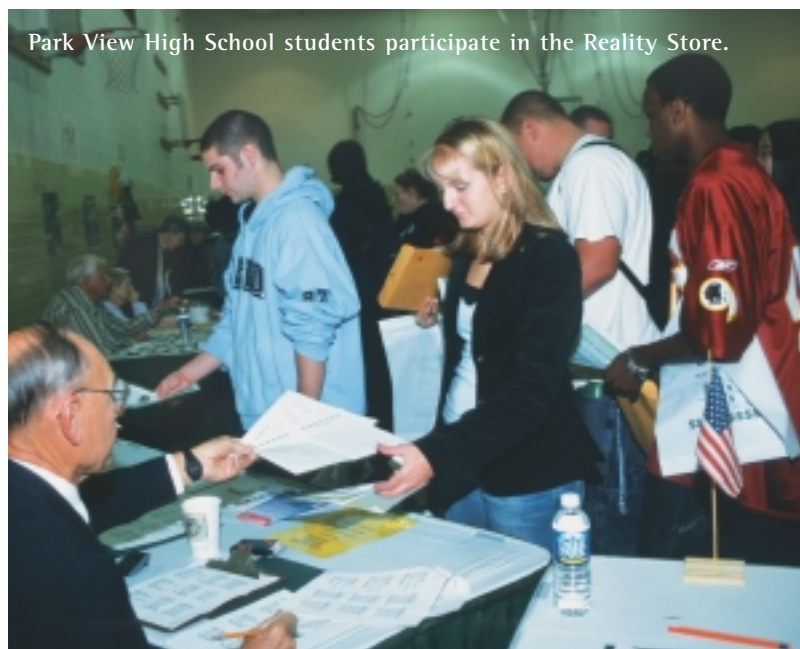
More than 700 people took advantage of the Extension Office's educational programs on a variety of agricultural subjects, including small fruits, tree fruits, vegetables, ornamentals, Christmas trees, and pesticide safety.

The Extension Office hosted a winery planning and designing workshop that attracted 80 potential winery owners interested in the growing field. There are now more than 40 vineyards in Loudoun County.

Loudoun's 4-H program continued to grow, reaching 2,100 young people and their families. One hundred fifty youngsters from Loudoun County attended a one-week 4-H summer camp. Fifteen of the campers were at-risk youth who were able to attend because of donated scholarships.

The Family and Consumer Sciences division of the Extension Office provided information about the selection and monitoring of child care providers to 1,100 parents who attended the annual Child Care Fair.

The financial stability of 132 individuals was improved through one-on-one financial counseling and the financial literacy of 275 high school students was improved through the "Reality Store" program, which uses role-playing to teach young people the need for basic skills in financial planning.



Library Services

Construction of the Ashburn Library, the seventh branch of the Loudoun County Public Library, was completed in FY 2003. TUCON Construction Corporation built the 23,000 square-foot facility, which was designed by Phillips Swager Associates. The neighborhood facility opened in August 2003 with an opening day collection of 70,000 items.

“a library system that is accessible and promotes lifelong learning”

To provide service to an ever-growing number of readers, Loudoun County Public Library upgraded its online catalog to make it easier to use and give customers more information. Library patrons can read reviews of materials, find related books and audio-

visual materials, see the book jackets and, when they have completed the search, even e-mail the list to their homes or offices. Users can also check on their library record, review items and place holds on books they would like to have sent to their branch library. More than 220,000 users logged on to the Library’s online databases in FY 2003. Online renewals increased more

that 60 percent in FY 2003, and there were more than 135,000 online requests. The Library also added thousands more e-books and several new databases to its website.

The Summer Reading Program, “Sit. Stay. Read! Summer Reading Fun for Everyone,” encouraged more than 12,500 young people to keep reading and use the library during the vacation months.

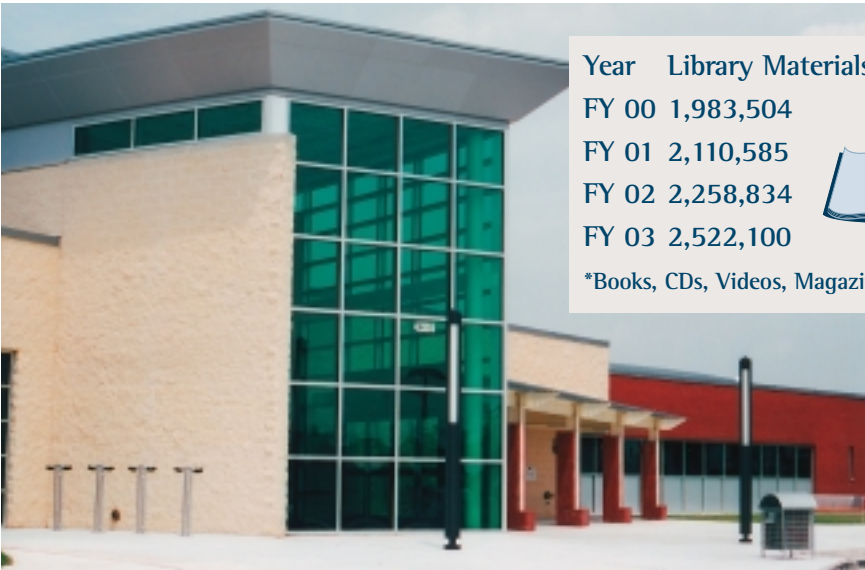


More than 3,000 students and adults attended a series of community programs featuring awarding-winning poet, author, educator and activist Luis Rodriguez. A \$10,000 Library of Virginia Library Services and Technology Act grant provided for school visits, teachers’ workshops, and public appearances that focused on the power of writing and creativity as a force of change and communication while addressing the special learning needs of Hispanic students.

The Library also developed a series of programs that focused on deaf awareness through grants from the Washington Redskins Leadership Council, Irwin Uran Gift Fund and America Online.

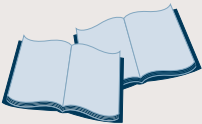
These presentations included The Wild Zappers, a deaf dance company from Gallaudet University, and the Little Theatre of the Deaf, the traveling company of the National Theatre of the Deaf.

Information about library programs, services and policies is also readily available on the Library’s home page, www.lcpl.lib.va.us.



Year	Library Materials Circulated*
FY 00	1,983,504
FY 01	2,110,585
FY 02	2,258,834
FY 03	2,522,100

*Books, CDs, Videos, Magazines



Parks, Recreation and Community Services



COMMUNITY SERVICES

Promoting safe and healthy lifestyles for all of Loudoun County was a top priority for the Department of Parks, Recreation and Community Services in FY 2003.

The department co-sponsored the 2002 ASA Girls' 12 & Under Class A Fastpitch National Tournament in FY 2003. The weeklong event brought teams from across the county and nearly 4,000 fans each day.

Harnessing the power of volunteers, the department established the Visitors Information Volunteer Association (VIVA). Through VIVA, Banshee Reeks Nature preserve can be open to the public one weekend each month. Volunteers have contributed 526,000 hours, valued at close to \$10 million, to this and other Parks, Recreation and Community Services programs.

The department received the Virginia Recreation and Park Society's Best Promotional Effort Award for the International Agricultural Exposition. The National Association of County Parks and Recreation Officials awarded its 2003 Park & Recreation Award to Loudoun County for the Work Ordered Repayment by Kids program. The program, created in 2000, provides

sentencing options for juvenile offenders. Youth referred to the program complete community service hours at community centers and parks.

The LAUGHS festival returned to Loudoun County for a third year, bringing the nation's top storytellers together for a popular family event.

Residents continued to use the automated registration system that allows them to register for activities at any Parks, Recreation and Community Services location through use of a credit card. The department saw a 14 percent increase in transactions in FY 2003.

Funded by a Virginia Tobacco Settlement Foundation grant, the Division of Youth Services hired a Tobacco Prevention Specialist to help school-age children develop healthy decision-making skills. The program annually includes more than 2,100 hours of tobacco prevention education and training, including a "Tobacco Awareness Week."

"a strong sense of community, with robust economic, educational and recreational activity"



Information, Management and Technology



MANAGEMENT AND OPERATIONS

Loudoun County's commitment to excellent customer service was emphasized in an ongoing training program for frontline employees and observance of National Customer Service Week. The county received an Achievement Award from the National Association of Counties for its Frontline Customer Service Forums, which were initiated and organized by an interdepartmental team composed entirely of frontline employees.

"Responsive, well-run, professional, technologically sophisticated government is connected to its citizenry."

The forums, which have been conducted for all frontline staff in the county government, give the employees the opportunity to network, exchange ideas, identify the organization's strengths and weaknesses with respect to customer service, develop strategies for improvement, and learn about county programs, processes and issues.

The county also conducted a classification and compensation study to evaluate current program specifications and market competitiveness. Revisions to the

classification system will ensure that the county can position its workforce to continue to meet the needs of the growing population.

Loudoun County's Purchasing Office was honored with a Governor's Award for taking a leadership and pioneering role in implementing the Commonwealth of Virginia's E-Procurement initiative.

The professionalism of the Purchasing Office helped Loudoun County to again achieve the Excellence in Procurement Award for 2002 from the National Purchasing Institute (NPI). Loudoun is one of only 75 public and nonprofit organizations in the nation to receive the 2002 award.

PUBLIC INFORMATION

The county continued to expand its efforts to engage and involve individuals and communities. The Leadership Loudoun program, co-sponsored by the county government, graduated a new class of 17 current and emerging community leaders.



In partnership with Leadership Loudoun, the county's Public Information Office expanded the Discover Loudoun program. The month-long citizens' academy is designed to inform and engage residents about Loudoun County government, business, education and non-profit organizations.

The Public Information Office also received an award of excellence from the National Association of County Information Officers, which gave a "Superior" rating to the county's FY 2002 annual report.



The Discover Loudoun program was adapted for middle- and high-school students for the first time in June 2003. Over a three-day period, a class of 29 young leaders toured the county, engaged in leadership and teambuilding activities, and learned about local issues and government.

COUNTY WEBSITE

For the fifth time in six years, Loudoun County's website — *www.loudoun.gov* — was recognized as one of the nation's top county government websites by the National Association of County Information Officers, which gave the website an "Excellent" rating. The number of visits to the county website increased by 52 percent in FY 2003, and users viewed over 9 million pages.

Among the most popular offerings on the website were the database of land parcels, a searchable list of employment opportunities with the county government, photos of animals available for adoption at the Animal Shelter, the online library catalog, and information about taxes and online payments.

The Public Information Office used the county website along with more conventional methods to help keep the public informed about such issues as the Zoning Ordinance revision and remapping process, emergency preparedness, and health concerns such as malaria, West Nile Virus, smallpox, and anthrax.

Scheduling a construction inspection or requesting a rural health inspection in Loudoun County became easier than ever thanks to the county's new Web-Automated Inspection Request System

(WAIRS). WAIRS is an automated, online system that allows users, such as contractors, businesses and homeowners, to make their inspection requests through the Loudoun County website.

Loudoun residents can also now use the county website to find out how much they owe in personal property taxes and decal fees. The new "Personal Property Search & Pay" system allows them to see whether they owe personal property taxes and, if so, how much. If they do owe taxes, they can then pay online by e-check or credit card.

Campaign finance reports are now available for public viewing on the county website, as are election results for the past 12 years.

INFORMATION TECHNOLOGY

The county's Department of Information Technology developed a web-based Citizen Alert System that allows residents to receive e-mails or text messages over their cellular phone or pager.

Subscribers can register to receive alerts in various categories such as road closures, safety information, missing persons, violent crimes, wanted persons, news releases, sports cancellations,

Year	Website "User Sessions"
FY 00	555,366
FY 01	782,353
FY 02	1.51 million
FY 03	2.05 million



emergency situations or other important developments. By the end of FY 2003, the alert system had more than 1,000 subscribers.

The Environmental Protection Agency recognized Loudoun County for its leadership in the Energy Star Million Monitor Drive, a national campaign to reduce greenhouse gas emissions by activating energy-efficient features on its computer monitors. Loudoun was honored for being the first county in Virginia to use the Energy Star Power Management software and committing up to 2,000 computer monitors to the program.

The county continued to make use of new technologies to improve efficiency and provide information to residents. The county and schools' core financial systems received major upgrades, and the Land Records Automation System was implemented, improving the processes for recordation, tax collection, data entry, accounting and record retention in the office of the Clerk of the Circuit Court.

Loudoun County Public Schools



OVERVIEW

The education of Loudoun County's young people continued to be among the very highest priorities of the Board of Supervisors in FY 2003. Public school funding remained the largest single category of the county budget, with about 71 percent of local tax funding being allocated to support school operations and debt service.

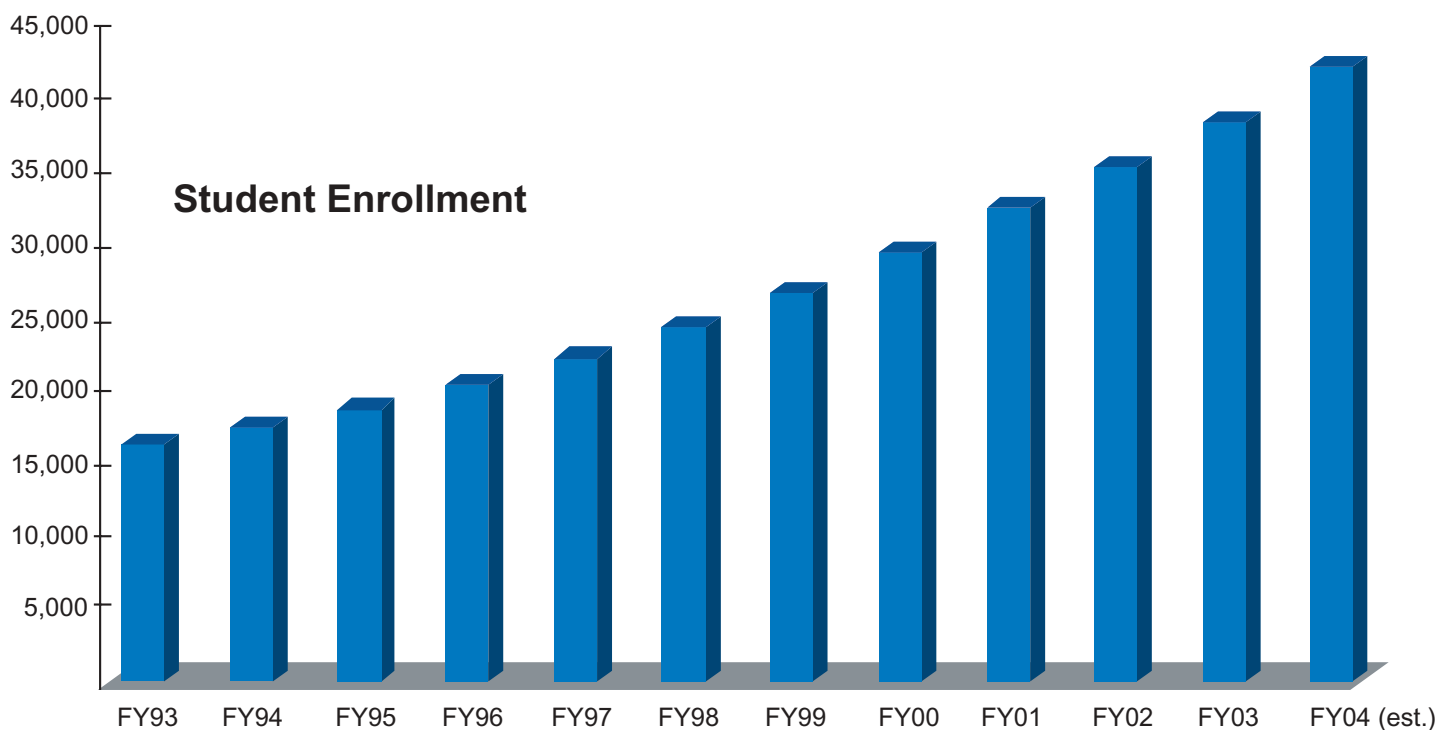
"a globally competitive. . .public education for our children"

In the FY 2004 budget process, the Board of Supervisors authorized an increase of \$40 million in local funds for Loudoun County Public Schools' operations, to help the school system meet the needs of the rapidly growing student population.

School enrollment grew about 5.3 percent in just one year, from 35,349 in 2001-2002 to 37,532 at the beginning of the 2002-2003 school year. The school system hired 544 new teachers,

bringing the total number of teachers to 3,085 – an increase of 14.2 percent over the previous year.

Five new schools – two elementary schools, one middle school, one high school and Loudoun's first intermediate school – opened in the fall of 2002, bringing the total number of schools to 56. Five more schools were under construction and slated to open in the fall of 2003, for an overall total of 16 schools opened during the current Board of Supervisors' four-year term.



Top School Issues of Fiscal Year 2002-2003

SAT SCORES WERE HIGHEST IN A DECADE

Loudoun County Public Schools had an average SAT score of 1049 in 2002, higher than the Virginia (1016) and national (1020) averages. The average Loudoun math score was 521 and average verbal score 528.

The Virginia averages were 506 in math and 510 on the verbal section of the test. The national averages were 516 math and 504 verbal. The 2002 scores reflected a 13-point increase for LCPS students and were the highest scores the school system posted in the past decade.

FIVE NEW SCHOOLS OPENED

Five new schools — two elementary schools, one middle school, one high school and Loudoun's first intermediate school — opened in the fall of 2002.

The new elementary schools were Hutchison Farm Elementary School in South Riding and Forest Grove Elementary School in Sterling. Also opening in FY 2003 were River Bend Middle School in Sterling, Harmony Intermediate School in Hamilton and Heritage High School in Leesburg.

In addition, five more schools were under construction during FY 2003 and ready to open in time for the 2003-2004

school year. These were Countryside Elementary School in Sterling, Mountain View Elementary School in Purcellville, Frances Hazel Reid Elementary School in Leesburg, Belmont Ridge Middle School in Lansdowne, and Dominion High School in Sterling. The opening of these new schools will make an overall total of 16 schools opened over the past four years.

LOUDOUN SCHOOLS EARN SOL ACCREDITATION

All 49 Loudoun County public schools that took Virginia Standards of Learning tests in 2002 are fully accredited. Statewide, 64 percent of schools reached full accreditation.



Loudoun County is the largest school system in Virginia fully accredited under the state's Standards of Learning.

544 NEW TEACHERS WELCOMED TO LOUDOUN

Loudoun County welcomed 544 new teachers to its ranks in August 2002. The new teachers raised the number of teachers employed in the county's 56 schools to 3,085. This was a 14.2 percent increase from the 2,650 teachers who started the 2001-2002 school year. Eight teachers joined the staff from the Visiting International Faculty Program. These teachers came from Brazil, Greece, Australia, Argentina, and Colombia.



LOUDOUN HIGHLY RANKED IN AP TESTS

All six Loudoun County high schools that gave Advanced Placement tests in 2002 were ranked among the top 4 percent of high schools in the nation in *Newsweek* magazine. The schools were ranked according to the “Challenge Index,” which is based on the number of Advanced Placement or International Baccalaureate tests taken by all students at a school in 2002 divided by the number of graduating seniors. The index is designed to identify schools that challenge average students. The Loudoun high schools ranked in the top 4 percent of the 14,000 high schools in the United States were Broad Run, Loudoun County, Loudoun Valley, Park View, Potomac Falls and Stone Bridge.

The Loudoun County Public School system pays for all Advanced Placement (AP) tests for courses it offers. The expectation is that all students who take an AP class will take the AP exam.

NATIONAL MERIT SCHOLARSHIP SUCCESS

Loudoun County Public Schools reached a 20-year high in National Merit Scholarship semifinalists during the 2002-2003 school year. Fourteen students earned this unique distinction. National Merit Scholarship semifinalists are determined through their performance on the PSAT/National Merit Scholarship Qualifying Test.



Loudoun County's graduation rate was the second highest in the state for 2002 at 96.9 percent. Only Scott County (97.2 percent) was higher.

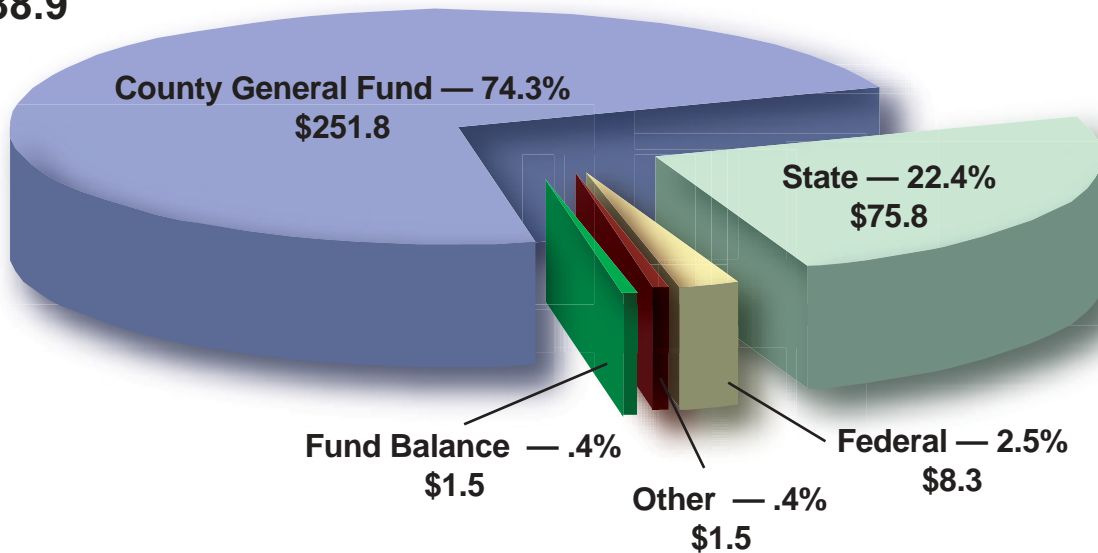


Public Schools Finance



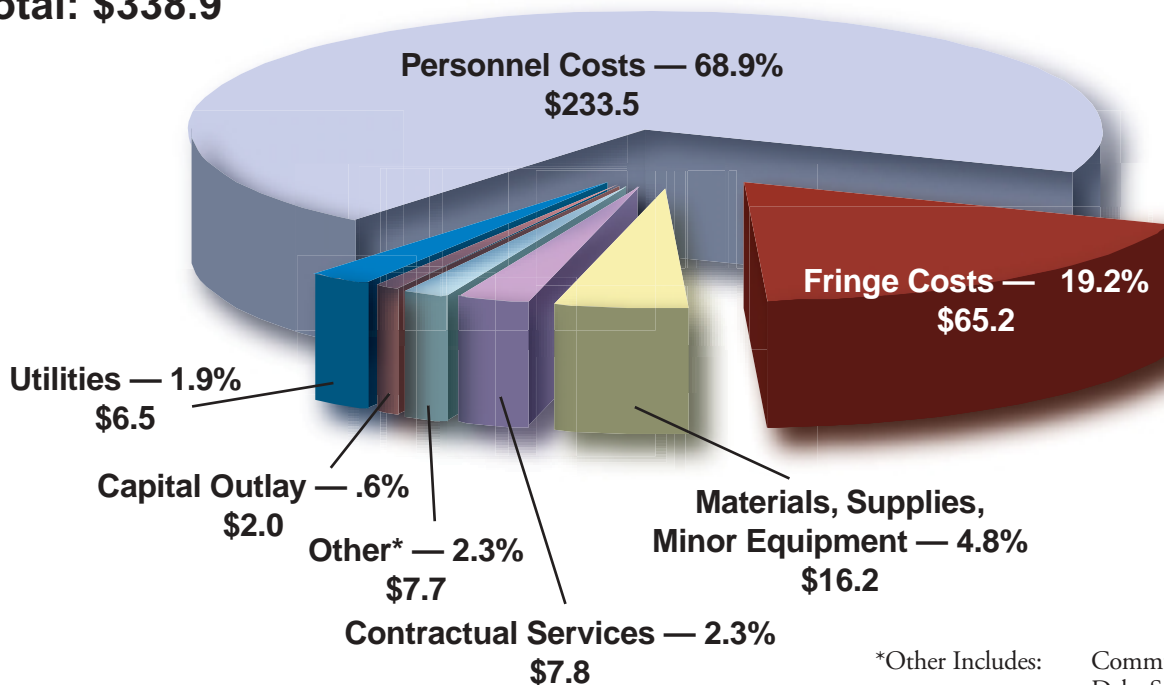
Revenues (millions)

Total: \$338.9



Expenditures (millions)

Total: \$338.9



*Other Includes:

- Communication
- Debt Service
- Insurance
- Internal Services
- Leases & Rentals
- Mileage Reimbursement
- Training & Continuing Education

Facts and Figures



Population Characteristics Population

1980*	57,427	Households	18,670
1990*	86,129		30,490
2000*	169,599		59,900
2002**	196,314		69,400
2010**	300,418		106,574

Source: * U.S. Census; ** Loudoun County Estimates

Age Characteristics of the Population

<5 years	19,330	10%
5-18 years	41,090	21%
19-24 years	9,393	5%
25-44 years	76,952	39%
45-64 years	38,660	20%
65-74 years	6,180	3%
75+ years	4,709	2%

Source: U.S. Census, 2002

Race/Ethnicity Characteristics of the Population

White	169,226	83%
Black	14,413	7%
Asian/Pacific Islander	15,574	8%
Other	546	0%
Two or More Races	4,295	2%
Hispanic	14,478	7%

Source: U.S. Census, 2002

Average Income Per Capita

2001	\$41,934	Household	\$117,994
2002	\$43,113		\$120,979
2003	\$44,589		\$124,913

Source: Woods & Poole Economics, Inc. 2003

Geography/Land Use

Land Area (square miles)	517
Agricultural (acres)	200,200
Residential (acres)	78,930
Commercial/Industrial (acres)	20,990
Public/Open Space (acres)	30,760

Source: Loudoun County Land Records, 2002

Public Education

Public School Enrollment	37,375
Cost per Pupil	\$9,366
Number of Schools	56
SAT Scores: Math	521
SAT Scores: Verbal	528

Source: Loudoun County Public Schools, 2003

Labor Force

Civilian Labor Force (Loudoun County)	115,020
Unemployment Rate (Northern Virginia)	3.1%

Source: Virginia Employment Commission, August 2003

At Place Employment

Industrial Classification	Employees
Agriculture, Forestry, Fishing	430
Mining	185
Utilities	105
Construction	10,409
Manufacturing	4,128
Wholesale Trade	2,812
Retail Trade	10,957
Transportation, Communication	11,450
Information	10,641
Finance, Insurance and Real Estate	2,974
Services	30,123
Government: State	800
Government: Local	9,901
Government: Federal	4,098
Total	99,013

Source: Virginia Employment Commission, 2nd Quarter 2002

Major Employers

Company	Employment Range
America Online	1,000-4,999
United Airlines	1,000-4,999
MCI	1,000-4,999
Atlantic Coast Airlines	1,000-4,999
Federal Aviation Administration	1,000-4,999
Orbital Sciences	500-999
Loudoun Hospital Center	500-999
United Parcel Service, Inc.	500-999
Wal Mart Associates, Inc.	500-999
Benchmark Conference Resort (Lansdowne Resort)	500-999

Source: Loudoun County Economic Development

Major Colleges and Universities

College/University	Enrollment
ECPI College of Technology	3,900
The George Washington University	2,764
Mary Baldwin College	56
Marymount University	542
Northern Virginia Community College	15,000
Old Dominion University	1,050
Patrick Henry College	2,092
Shenandoah University	1,500
Strayer University	6,892

Source: Loudoun County Economic Development, 2002

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